

County of Henry

P.O. BOX 7
COLLINSVILLE, VIRGINIA 24078-0007
<http://www.co.henry.va.us/>

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MEMBER OF
VAGP
NIGP

PURCHASING DEPARTMENT

**SEPTEMBER 13, 2018
REQUEST FOR PROPOSAL
RFP # 18-10033-A206
HENRY COUNTY PURCHASING DEPARTMENT**

Henry County solicits firms to submit proposals for “**Telephone Dial-Tone Services.**” The **original** and **three (3)** submittals (**FOR A TOTAL OF FOUR (4) PROPOSALS**), marked “**Telephone Dial-Tone Services**” RFP #18-10033-A206 will be received in a sealed envelope not later than **3:00 p.m., Local Prevailing Time, October 3, 2018, in the:**

**Purchasing Department, Room 210
Attn: Carole Jones, Chief Purchasing Agent
Henry County Administration Building
P.O. Box 7, Collinsville, VA 24078 (Postal Service) or
3300 Kings Mountain Road, Martinsville, VA 24112 (UPS or FedEx).**

Facsimile and/or electronic proposals will not be accepted. Proposals received after the announced time and date of receipt, by mail or otherwise, will be returned unopened. Nothing herein is intended to exclude any responsible firm or in any way restrain or restrict competition.

On the contrary, all responsible firms, local, faith-based, minority-owned and female-owned are encouraged to submit a proposal.

The County/PSA reserves the right to reject any or all of the proposals, to waive informalities and to award in part or in whole any or all proposals. Any proposal submitted **MUST** be signed by an individual authorized to bind the offeror.

RFP #18-10033-A206

Enclosed is a ***“Proposal Requirements and Non-Collusion Statement”*** that must be signed and returned with the proposal or proposal may be rejected.

If you desire not to quote on this proposal, please forward your acknowledgement of NO PROPOSAL SUBMITTED to the above address. Otherwise, your name shall be removed from our bidders list after three (3) non-responses.

Contract Period

A notice of award will be signed and publicly posted in the County/PSA of the Purchasing Office once this RFP has been approved. The date on the notice of award will be when the RFP becomes effective (not date of service). **The term(s) resulting from this RFP will become effective upon signing of a contract and is to secure an initial three (3) year term with the option to renew for two (2) additional one year terms, for a maximum of five (5) years.** Under the VA Procurement Act, the County/PSA reserves the right to negotiate extending this contract for not more than one (1) additional year after original contract terms. **The above terms shall override any other written terms in this RFP and/or verbal comments made during negotiations, unless authorized by Chief Purchasing Agent.**

Piggy Back Clause

This contract shall be available for piggy backing for any other state and local agency or government agency.

Illegal Aliens

Vendor promises they will not hire illegal aliens. By signing this proposal document the vendor confirms this promise.

Permits/Licenses

Vendors shall be responsible for acquiring all the proper permits/licenses required by local and state authorities in conjunction with this proposal. Proposal prices shall include these fees and no additional costs are to be assessed to the County/PSA. Vendor's attention is directed to the requirements of title 54, chapter 11, of the code of Virginia pertaining to registration of contractors.

Contact for RFP

Please contact Christian Youngblood at phoneproject@co.henry.va.us for any questions pertaining to this RFP.

SPECIAL TERMS AND CONDITIONS

During the performance of any contract awarded pursuant to this RFP, the contractor agrees as follows:

- A. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, or national origin, or handicaps, except where religion, sex or national origin is a bona fide occupational qualification reasonably necessary to the operation of the contractor. The Contractor agrees to post in conspicuous places, available to provisions of this nondiscrimination clause.
- B. The Contractor, in all solicitations or advertisements for employees placed on behalf of the contractor, will state that such contractor is an equal opportunity employer.
- C. Notices, advertisements, and solicitations placed in accordance with federal law, rule or regulations shall be deemed sufficient for the purpose of meeting the requirements of this section.

The Contractor shall include in provisions of the foregoing paragraph A, B, and C in every subcontract or purchase order over \$5,000 so that the provisions will be binding upon each subcontractor or vendor.

PROPOSAL REQUIREMENTS AND NON-COLLUSION STATEMENT

My signature certifies that the proposal as submitted complies with all Terms and Conditions as set forth. My signature also certifies that the accompanying proposal is not the result of, or affected by, any unlawful act of collusion with another person or company engaged in the same line of business or commerce, or any act of fraud punishable under Title 18.2, Chapter 12, Article 1.1 of the Code of Virginia as amended. Furthermore, I understand that fraud and unlawful collusion are crimes under the Virginia Governmental Frauds Act, the Virginia Bid Rigging Act, and Virginia Antitrust Act, and Federal Law, and can result in fines, prison sentences, and civil damage awards.

I hereby certify that I am authorized to sign as a Representative for the Firm:

NAME OF FIRM _____

ADDRESS _____

SIGNATURE _____

NAME (TYPE/PRINT) _____

TITLE _____

DATE _____

TELEPHONE() _____

FAX() _____

RFP# 18-10033-A206

THE 2007 SESSION OF THE VIRGINIA GENERAL ASSEMBLY, PASSED THE HB 1707/SB 1346 BILL, EFFECTIVE ON JULY 1, 2007. HENRY COUNTY IS REQUIRING ALL VENDORS TO ABIDE BY THE FOLLOWING NEW LEGISLATION.

HB 1707/SB 1346

PROVIDES THAT AS A CONDITION OF AWARDING A CONTRACT FOR THE PROVISION OF SERVICES THAT REQUIRE THE CONTRACTOR OR HIS EMPLOYEES TO HAVE DIRECT CONTACT WITH STUDENTS ON SCHOOL PROPERTY DURING REGULAR SCHOOL HOURS, THE SCHOOL BOARD MUST REQUIRE THE CONTRACTOR TO PROVIDE CERTIFICATION THAT ALL EMPLOYEES WHO WILL HAVE DIRECT CONTACT WITH STUDENTS HAVE NOT BEEN CONVICTED OF A FELONY OR ANY OFFENSE INVOLVING THE SEXUAL MOLESTATION OR PHYSICAL OR SEXUAL ABUSE OR RAPE OF A CHILD. THE BILL ALSO PROVIDES THAT THE REQUIREMENT BE WAIVED IN EMERGENCY SITUATIONS WHEN IT IS REASONABLY ANTICIPATED THAT THE CONTRACTOR OR HIS EMPLOYEES WILL HAVE NO DIRECT CONTACT WITH STUDENTS.

PLEASE INDICATE APPROPRIATE BOX BELOW.

_____ I AGREE TO ABIDE BY THIS LEGISLATION HB 1707/SB 1346.

_____ THIS LEGISLATION DOES NOT APPLY TO THIS SOLICITATION.

THE AWARDED VENDOR MAY BE REQUIRED TO PROVIDE ADDITIONAL PAPERWORK BUT ONLY A SIGNATURE IS NECESSARY AT THIS TIME.

AUTHORIZED VENDOR SIGNATURE

DATE

COMPANY NAME

PRINTED NAME AND TITLE

Subcontractor Information

Must fill form out completely even if no subcontractors are being used.

You must check appropriate box below and list any subcontractors that will be used for this **RFP# 18-10033-A206** for **Telephone Dial-Tone Services**.

_____ I will be using subcontractors. (See list below)

_____ I may or may not be using subcontractors. Not sure at this time. If you are the awarded vendor, you are responsible for contacting Commissioner of Revenue's Office at (276-634-4691) with subcontractor information. Payment of invoices is contingent upon receiving required information.

_____ I will not be using subcontractors.

1.) Subcontractors Company Name _____

Contact Person _____ Telephone # _____

2.) Subcontractors Company Name _____

Contact Person _____ Telephone # _____

3.) Subcontractors Company Name _____

Contact Person _____ Telephone # _____

4.) Subcontractors Company Name _____

Contact Person _____ Telephone # _____

5.) Subcontractors Company Name _____

Contact Person _____ Telephone # _____

6.) Subcontractors Company Name _____

Contact Person _____ Telephone # _____

Vendors Company Name _____

Vendors Authorized Signature _____ **Date:** _____

Vendors Telephone # _____ **Federal ID #** _____

*Note- Add a separate sheet if you need additional space for subcontractors

Henry County Request for Proposal:

RFP #18-10033-A206

“Telephone Dial-Tone Services”

Direct all inquiries concerning this RFP to:

Christian Youngblood

phoneproject@co.henry.va.us

Henry County Telephone Dial-Tone Services RFP

General Information

Henry County is in the process of replacing a Nortel Option 61 PBX with an Avaya IP Office solution, scheduled to go-live in December 2018. Like the existing system, the new system will span our campus of 6-buildings and serve approximately 410-extensions. These extensions will be comprised of approximately 254-VoIP and 156-Digital telephone, as well as 50-Analog devices (faxes, credit card machines, etc.).

All existing dial-tone service originates at the Administration Building (3300 Kings Mountain Rd., Martinsville, VA 24112) and is comprised of 2-PRI's and 30-copper trunk lines. The County intends to transition all services to SIP service with a single PRI for faxing and redundancy.

The new, primary PBX will be housed in the Administration Building (3300 Kings Mountain Rd., Martinsville, VA 24112) while a secondary PBX will be located at the Courthouse, approximately 500-feet away. Henry County owns fiber-optic cable offering a direct connection between both sites.

Henry County has 5-banks of DID numbers in two different exchanges, which will all need to be ported to the proposed solution (276-634-25xx, 276-634-45xx, 276-634-46xx, 276-634-47xx and 276-656-42xx).

Any questions or concerns regarding this RFP shall be directed to: phoneproject@co.henry.va.us. Henry County specifically requests that respondents restrict all contact and questions regarding this RFP to the above contact.

Henry County will accept proposals until October 3, 2018 @ 3:00pm eastern standard time (EST). Vendors may or may not be contacted for an interview but all vendors shall be available for possible telephone interviews on Tuesday, October 9, 2018 at the telephone number given in your Request for Proposal.

Service Requirements

Henry County is requesting the complete installation of 1 (one) PRI and 120 SIP Trunks to the newly purchased Avaya IP Office Solution. The above PRI will be terminated at the Henry County Administration Building. The SIP Trunk will be terminated at two locations, the Henry County Administration Building and the Henry County Court House for fail-over.

The successful vendor shall have all installation complete and tested, in conjunction with our PBX provider, within 60-days of contract award, tentatively scheduled for October 24, 2018. The County expects the selected vendor to go-live in conjunction with our new PBX, tentatively scheduled for December/January. The PBX vendor must be able to perform incoming and outgoing calls during testing in order to proceed with the system migration.

Two Session Border Controllers (SBC) will be installed by the vendor. These provide the primary interfaces for all SIP trunks with redundancy.

The SIP trunks are to provide all voice related services for the IP Office Server Edition, including but not limited to: local and long-distance calling, Direct-Inward-Dial and Direct-Outward-Dial, caller-ID with name (both incoming and outgoing), and 911 services. Local calls shall be unlimited and have no charges. Please describe any changes in the local call area.

Henry County expects the following aspects to be provided:

- The successful vendor will provide staff with SIP services that are reliable and professionally managed.
- Incoming calls are to be routed by DID to proper user with caller ID information provided.
- Outgoing calls are to support call station information, including caller ID.
- All standards based fax and modem devices to be supported by PRI service. Describe fax standards supported by proposed PRI service.

- Standards based codex to be supported by SIP service, specifically, G711. Describe codex standards supported by proposed SIP service.
- Standard E911 support to be by SIP service. Describe E911 standards supported by proposed SIP Service.
- The Provider to deliver and install a complete SIP Services with all equipment necessary, including servers, switches, gateways to PSTN and connectors.
- SIP services are to include all circuits and associated costs to both Henry County network locations.
- Support of number portability to the proposed SIP trunks for following Direct Inward Dialing numbers: 276-634-25xx, 276-634-45xx, 276-634-46xx, 276-634-47xx and 276-656-42xx.
- SIP circuit interface are to be Ethernet-based.
- There is to be comprehensive reporting of the SIP usage.

Henry County requires SIP Services that will integrate with an IP Office Server Edition.

Vendor shall appoint, by name, a local representative who shall be responsible for servicing the contract. The appointed representative shall be responsible for functions as necessary to insure that the SIP services materials, installation and support will be maintained in a professional manner.

Vendor shall submit proof of USAC SPIN Number.

Henry County will not pay charges that are not specifically set forth herein. There shall be no additional installation fees, recurring or non-recurring service fees, access fees or minimum monthly charges.

Provider shall agree to credit for interruptions to SIP Service or unscheduled outages that cause SIP service to be unavailable.

The County may be interested in selecting a provider that includes long-distance charges in their service. If this is a possibility, please describe the availability and costs. Current long-distance charges average \$350/month.

Proposal Requirements

In your proposal, please provide the following:

- Your company, including the full legal name and number of years the business has been established.
- How you will physically connect your solution to the County's Avaya PBX. Include details such as any cabling requirements. The County expects the SIP provider to deliver and install a complete SIP package to include necessary equipment and connectors. Avaya approved Session Border Control must be included.
- Any concerns about the product that you are proposing, including limitations that may be a result of instructions in this RFP. How your product will interact with outgoing 911-calls, to include site addressing.
- The SLA of the vendor providing service, including escalation procedure for partial or complete service outage.
- How telephone names and numbers will be inserted into directory assistance (aka "the phone book").
- How proposed solution will meet the service requirements detailed in prior section.
- Detailed pricing of all proposed services, to be invoiced monthly.
- References to 3-current customers in which you are providing similar services.

Evaluation Criteria

The Respondent selected for an award will be the Respondent whose proposal, as presented in the response to this RFP, is the most advantageous. Henry County personnel will evaluate proposals. The criteria for evaluation of proposals, and selection of the successful respondent for this award, will be based on the factors listed below:

- Demonstrated ability of the vendor to fulfill current and predicted needs that will benefit Henry County (30-percent)
- Stability and success of the vendor's business including but not limited to; demonstrated capability and financial resources to perform the work in the time projected and for the duration of the contract (20-percent)
- Proposed Implementation Plan, including testing with PBX provider (20-percent)
- Quality assurance and control measures implemented and maintained by the vendor (20-percent)
- Rates for services quoted by vendor (10-percent)

Vendors are encouraged to provide any additional information and comments if they should increase the benefits to Henry County.